



Tax Compliance Representative

Training and Experience Examination Questions

SECTION 1 – EDUCATION

If you have a degree, what degree(s) have you received and how recent is your education.

- **Masters Degree**

- ☐ Will receive within one year
- ☐ Received within the last five years
- ☐ More than five years ago

- **Bachelors Degree**

- ☐ Will receive within one year
- ☐ Received within the last five years
- ☐ More than five years ago

- **Associate Degree**

- ☐ Will receive within one year
- ☐ Received within the last five years
- ☐ More than five years ago

- **None of the above**

- **I have completed four college-level courses, which includes the equivalent to:**

- (1) two professional level courses in elementary and/or intermediate accounting,**
- (2) one course in either business or commercial law, and**
- (3) one course in either economics, business mathematics or English**

- ☐ Will receive within one year
- ☐ Completed within the last five years
- ☐ More than five years



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SECTION 2 – LIFE EXPERIENCE

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Rate your knowledge and experience in:

1. Providing informal training to other employees or project participants.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ No knowledge, experience or training

2. Handling daily receipts for an employer.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

3. Completing a State or Federal tax return.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training
- o No knowledge, experience or training

4. Dealing with time constraints or conflicting customer demands.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training
- o No knowledge, experience or training

5. Meeting strict deadlines in a work setting.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training
- o No knowledge, experience or training

6. Completing your assigned work ahead of schedule and seeking out additional tasks.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training
- o No knowledge, experience or training

7. Completing non-routine assignments independently or with minimal supervision.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training
- o No knowledge, experience or training

8. Working with direct supervision on multiple assignments and completing them timely.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training
- o No knowledge, experience or training

9. Working on projects involving sensitive information and a need for confidentiality.

- o Extensive knowledge, experience or training
- o Moderate knowledge, experience or training
- o Limited knowledge, experience or training

☐ No knowledge, experience or training

10. Planning, prioritizing, and/or scheduling the work of a small group.

☐ Extensive knowledge, experience or training

☐ Moderate knowledge, experience or training

☐ Limited knowledge, experience or training

☐ No knowledge, experience or training

11. Being relied upon by a supervisor/team leader to make decisions on a regular basis when she/he is unavailable.

☐ Extensive knowledge, experience or training

☐ Moderate knowledge, experience or training

☐ Limited knowledge, experience or training

☐ No knowledge, experience or training

12. Working on projects gathering information from people in person or by telephone.

☐ Extensive knowledge, experience or training

☐ Moderate knowledge, experience or training

☐ Limited knowledge, experience or training

☐ No knowledge, experience or training

13. Suggesting a change to work procedure that was implemented.

☐ Extensive knowledge, experience or training

☐ Moderate knowledge, experience or training

☐ Limited knowledge, experience or training

☐ No knowledge, experience or training

14. Performing a job requiring you to fill out standard forms.

☐ Extensive knowledge, experience or training

☐ Moderate knowledge, experience or training

☐ Limited knowledge, experience or training

☐ No knowledge, experience or training

15. Dealing with disruptions to your work and still managing to continue or complete work assignments.

☐ Extensive knowledge, experience or training

☐ Moderate knowledge, experience or training

☐ Limited knowledge, experience or training

☐ No knowledge, experience or training

16. Acting as a facilitator or team leader (e.g., organized sports, directed a dramatic production, etc.)

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

17. Tutoring someone in an academic subject as part of an organized volunteer program or with pay.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

18. Developing an alternative workplan due to a setback or changing priorities to allow you to complete a project timely or within budget.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

19. Being responsible for making a decision in a professional environment.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

20. Performing work assignments that require you to make field calls.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

21. Holding a position of authority (e.g., in a job setting, club or organization, etc.)

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

22. Working in an environment where you dealt with other departments or agencies associated with your place of employment, job, or position.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

23. Recognizing and adhering to legal limits before taking action.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

24. Maintaining follow-ups of your previous actions.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

25. Taking action after obtaining clearance from management/supervisors or instructors.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

26. Settling disputes through negotiation.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

27. Testifying as an expert witness in a trial.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

28. Receiving formal recognition for providing good customer service.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

29. Receiving formal recognition for your initiative or achievements.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training



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SECTION 3 – ANALYTICAL SKILLS

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Based on your knowledge and experience, rate your ability in the following skill areas.

30. Prioritizing assignments.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

31. Reviewing and evaluating forms and/or documents.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

32. Reading and interpreting laws, rules and regulations.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

33. Developing an instrument or process for gathering data (e.g., survey, questionnaire, etc.).

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

34. Analyzing data or information.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

35. Analyzing material and making a recommendation based on your analysis.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

36. Making key decisions and implementing an appropriate or necessary course of action.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

37. Accepting or rejecting eligibility for a claim or loan.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

38. Assessing someone's financial condition based on financial statements or other documentation.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

39. Analyzing legal documents and taking appropriate action.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

40. Understanding the limitations and differences between various legal business entities.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

41. Understanding the flow and recording of information in the accounting system of a business.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

42. Understanding the purpose and jurisdiction of the bankruptcy courts.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

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SECTION 4 – COLLECTION SKILLS

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Based on your knowledge and experience, rate your abilities in the following skill areas:

43. Contacting governmental agencies to secure information.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

44. Using skip-tracing techniques to locate a person or persons.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

45. Using various collection techniques to collect money on past due accounts.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

46. Negotiating an agreement over a disputed amount of money owed.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

47. Securing funds for a dishonored check.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

48. Assessing a customer's ability to pay based on financial documents.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

49. Setting up payment schedules utilizing business related priorities and deadlines.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

50. Securing a court order.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

51. Filing an action in a court of law or equity.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

52. Initiating, directing, or performing a legal seizure of property.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

53. Dealing with or handling sensitive or confidential data.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

54. Conducting research utilizing interviews and file reviews.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

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SECTION 5 – COMMUNICATION SKILLS - VERBAL

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Based on your knowledge and experience, rate your abilities in the following skill areas:

55. Participating in activities designed to improve your verbal communication skills.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

56. Answering customer questions or giving demonstrations.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

57. Participating in activities designed to improve your verbal communication skills.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

58. Answering customer questions or giving demonstrations.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

59. Making presentations before the public, co-workers, or others.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

60. Making presentations of non-technical information at: meetings, briefings, conferences, hearings, or seminars.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

61. Making formal presentations of technical or other complex information to others.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

62. Translating technical or other complex material into common everyday language.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

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SECTION 6 – COMMUNICATION SKILLS - WRITTEN

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Rate your knowledge and experience in:

63. Responding to a written test.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

64. Writing a letter of reference or recommendation.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

65. Composing descriptive statements reporting a situation or an accident.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

66. Composing formal memos/letters/reports to a person of authority.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

67. Editing on written material developed by others.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

68. Developing written feedback to others.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

69. Preparing procedures to streamline a task.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

70. Composing complex written procedures.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

71. Writing memos or short reports designed to persuade an audience to a specific viewpoint.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

72. Writing detailed reports or documents that include facts, conclusions, and/or persuasive arguments.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

73. Preparing information summarizing financial information.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

74. Resolving problems through written correspondence.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

75. Writing or editing training material.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

76. Developing technical or legal reports.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training



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SECTION 7 – WORKING WITH THE PUBLIC

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Rate the extent to which your knowledge and experience required you to:

77. Working with the public.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

78. Answering questions or providing assistance to others in person.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

79. Answering questions or providing assistance to others by: telephone, e-mail or, internet.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

80. Working cooperatively and flexibly with a single customer on a long-term project.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

81. Working with multiple customers in a fast-paced, service oriented business.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

82. Interacting with individuals from diverse cultural backgrounds.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

83. Dealing with difficult, disorderly, angry or hostile individuals in the course of your work.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

84. Handling work related problems or complaints in a calm, courteous and tactful manner.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

85. Listening intensively to others while performing investigative work.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

86. Separating your personal feelings from business/professional situations.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

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SECTION 8 – TECHNICAL RECORDKEEPING

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Rate your knowledge and experience in:

87. Maintaining accurate records for business or academic purposes.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

88. Performing mathematical calculations.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

89. Verifying the accuracy of numerical calculations.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

90. Utilizing accounting procedures to keep books or records for an association or business.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

91. Preparing reports that contain numerical information.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

92. Utilizing statistical information to convey your point.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

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SECTION 9 – COMPUTER SKILLS

In evaluating your knowledge, experience or training, use the following guidelines to rate yourself:

No knowledge, experience or training

(I have little or no education, experience or training relevant to this knowledge.)

Limited knowledge, experience or training

(I have education, experience or training relevant to this knowledge, but have not applied it in an actual job.)

Moderate knowledge, experience or training

(I have education, experience or training relevant to this knowledge and have applied this knowledge in an actual setting while performing a job.)

Extensive knowledge, experience or training

(I have applied this knowledge in an actual setting while performing a job and have supervised or trained others.)

For questions in this section, you may reference your education, life experience, and work experience whether paid or volunteer.

Rate your knowledge and proficiency in:

93. Operating a personal computer.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

94. Operating word processing programs.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

95. Accessing data via a personal computer or terminal to obtain information to resolve work related problems.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

96. Operating electronic calendaring to maintain a schedule.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

97. Operating spreadsheet programs.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

98. Creating spreadsheet programs.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

99. Performing work using a database program.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

100. Storing and arranging data by using database programs.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training

101. Creating databases.

- ☐ Extensive knowledge, experience or training
- ☐ Moderate knowledge, experience or training
- ☐ Limited knowledge, experience or training
- ☐ No knowledge, experience or training